

# Delivery information

## Ordering

When you complete your purchase, you will receive an email from PayPal to confirm payment. We will then process your order and advise dispatch. We aim to dispatch all orders within 2 working days. If there are any out of stock items or general delays, we will contact you to advise of the delay and give an estimated dispatch date.

Donaldson Reeves Limited reserve the right to change the price and description of any product, or withdraw a product altogether, with no prior notice.

## Delivery is UK only.

\* All deliveries are sent next day via DPD courier at a flat rate £5.95 per order. Larger orders may sometimes be sent in more than one package.

Donaldson reeves cannot accept liability for delays caused by DPD, its employees or affiliates, cancelled deliveries due to bad weather or any other circumstance outside of our control.

## Returns / cancellation

In line with the UK's Distance Selling legislation (<http://www.legislation.gov.uk/uksi/2000/2334/contents/made> ), We offer a cooling off period for all online orders. Full refunds will be offered provided that the products are returned intact and unopened (in their original packaging), within 7 days of their receipt by the customer. The cost and risk of returning goods to Donaldson Reeves Limited will be borne in this case by the customer.

## Defective Products

If you believe your purchase to be defective in any way it should be returned to Donaldson Reeves Limited. Products inspected and deemed defective will be replaced or refunded in full, including a refund of all delivery charges and the reasonable cost incurred by you in returning the item.